

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

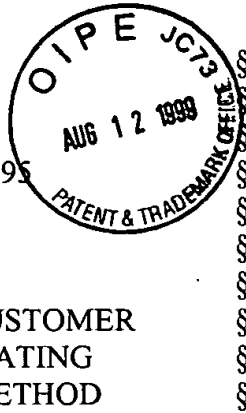
In re Application of:  
Nicholas D. Evans

Application No.: 09/344,795

Filed: June 25, 1999

For: ELECTRONIC CUSTOMER  
SERVICE AND RATING  
SYSTEM AND METHOD

Assistant Commissioner for Patents  
Office of Initial Patent Examination  
Customer Service Center  
Washington, D.C. 20231



Examiner: Not Yet Assigned

Group Art Unit: 2761

Attorney Docket No.: 044508.0005

CERTIFICATE OF MAILING  
37 C.F.R. 1.8

I hereby certify that this correspondence is being deposited with the U.S. Postal Service as First Class Mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, D.C. 20231, on the date below:

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*Carol Kropp*  
Carol Kropp

REQUEST FOR REFUND UNDER 37 C.F.R. § 1.28

Sir:

The above-captioned application was filed on June 25, 1999, less than two months ago, with a small entity fee in the amount of \$644. The filing receipt dated July 26, 1999, showed \$1,288 as the filing fee received. Apparently, the difference of \$644 was deducted from Akin, Gump, Strauss, Hauer & Feld, L.L.P. Deposit Account No. 01-0660.

Filed herewith is a Statement Claiming Small Entity Status for the captioned application. Accordingly, pursuant to 37 C.F.R. § 1.28(a), Applicant hereby requests a refund of the excess filing fee paid, such refund in the amount of \$644 to be deposited to Akin, Gump, Strauss, Hauer & Feld, L.L.P. Deposit Account No. 01-0660. As noted previously, this request for refund is made within two months of the date of timely payment of the filing fee.

Please date stamp and return the enclosed postcard evidencing receipt of these materials.

Respectfully submitted,

*Orlesia A. Duren*

Orlesia A. Duren  
Reg. No. 43,597

Date: 8/9/99

Akin, Gump, Strauss, Hauer & Feld, L.L.P.  
816 Congress Avenue, Suite 1900  
Austin, Texas 78701  
(512) 499-6200

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**STATEMENT CLAIMING SMALL ENTITY STATUS  
(37 CFR 1.9(f) & 1.27(b))--INDEPENDENT INVENTOR**

Docket Number (Optional)  
44508.0005

Applicant, Patentee, or Identifier: Nicholas D. Evans

Application or Patent No.: Application No. 09/344,795

Filed or Issued: 6/25/99

Title: ELECTRONIC CUSTOMER SERVICE AND RATING SYSTEM AND METHOD

As a below named inventor, I hereby state that I qualify as an independent inventor as defined in 37 CFR 1.9(c) for purposes of paying reduced fees to the Patent and Trademark Office described in:

- ☐ the specification filed herewith with title as listed above.  
☒ the application identified above.  
☐ the patent identified above.

I have not assigned, granted, conveyed, or licensed, and am under no obligation under contract or law to assign, grant, convey, or license, any rights in the invention to any person who would not qualify as an independent inventor under 37 CFR 1.9(c) if that person had made the invention, or to any concern which would not qualify as a small business concern under 37 CFR 1.9(d) or a nonprofit organization under 37 CFR 1.9(e).

Each person, concern, or organization to which I have assigned, granted, conveyed, or licensed or am under an obligation under contract or law to assign, grant, convey, or license any rights in the invention is listed below:

- ☒ No such person, concern, or organization exists.  
☐ Each such person, concern, or organization is listed below.

Separate statements are required from each named person, concern, or organization having rights to the invention stating their status as small entities. (37 CFR 1.27)

I acknowledge the duty to file, in this application or patent, notification of any change in status resulting in loss of entitlement to small entity status prior to paying, or at the time of paying, the earliest of the issue fee or any maintenance fee due after the date on which status as a small entity is no longer appropriate. (37 CFR 1.28(b))

Nicholas D. Evans  
NAME OF INVENTOR

NAME OF INVENTOR

NAME OF INVENTOR

N. D. Evans  
Signature of inventor

Signature of inventor

Signature of inventor

8/6/99  
Date

Date

Date